

Department of the Army

Army Benefits Center – Civilian
(ABC-C)



Procedural Guide

Department of the Army
Southwest Civilian Personnel Operations Center
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CHAPTER 1

GENERAL INFORMATION

A. PURPOSE

This guide implements operational procedures for the Army Benefits Center - Civilian (ABC-C). Recommended revisions, corrections or changes to this guide should be submitted to the Civilian Personnel Operations Center Management Agency, Productivity Enhancement Division, Aberdeen Proving Ground, MD 21005-5200.

B. RESPONSIBILITIES

1. The **ABC-C** is responsible for the administration and processing of transactions for the Federal Employees Health Benefits (FEHB) Program, Federal Employees Group Life Insurance (FEGLI) Program, Thrift Savings Plan (TSP) Program, Civil Service Retirement System (CSRS), Federal Employees Retirement System (FERS) and survivorship benefits and entitlements (B&E) for Army appropriated fund civilian employees.

2. The **Civilian Personnel Advisory Centers** (CPACs) are responsible for employee relations functions for Army civilian employees within their serviced population and certain residual benefits and entitlement functions as delineated in this guide. The CPACs will coordinate retirement and separation actions based on misconduct, performance, unacceptable performance, and general appeal and grievance rights with the ABC-C. In addition, the CPACs will retain responsibility for offering reasonable accommodations to qualified disabled persons.

3. The **Civilian Personnel Operations Centers** (CPOCs) are responsible for identifying specialists to serve as liaisons to work directly with the ABC-C to perform data verification and furnish and disseminate information. In addition, the CPOCs will identify a point of contact (POC) to retrieve and mail employees' Official Personnel Folders (OPFs) to the ABC-C upon request.

4. The **managers/supervisors** are responsible for submitting timely personnel action requests (PARs) for retirements, deaths and separations; referring employees to the ABC-C for benefits and entitlements; and familiarizing and complying with the responsibilities delineated in this guide.

5. The **employees** are responsible for complying with the responsibilities delineated in this guide and for the security of their ABC-C Personal Identification Number (PIN).

C. FORMS CONTROL

1. The **CPAC** will:

a. Establish and publicize procedures for obtaining personnel forms and publications. Employees with computer access should be able to obtain most forms through the Web by downloading them from <http://www.opm.gov/forms/index.htm>, <http://www.tsp.gov>, or the ABC-C Fax Back system.

b. If applicable, refer employees to the installation Information Management Office to obtain Delrina Form Flow/Jet Form Software to retrieve forms electronically.

2. The **CPOC** will retrieve and print benefit and entitlement populated forms and SF 50 forms generated by the ABC-C and file them in the appropriate employees' OPFs.

D. CUSTOMER ACCESS

1. The **employee** will:

a. Access the Interactive Voice Response System (IVRS) by calling the toll-free number, 1-877-ARMY-CTR (1-877-276-9287), from any touch-tone telephone and entering his/her Social Security Number (SSN) and Personal Identification Number (PIN). The employee's original PIN (four-digit number) is their month and year of birth; for example, July 1954 is 0754. After the employee enters their original PIN, the system will require the employee to select a six-digit numeric personal PIN.

b. Access the Employee Benefits Information System (EBIS) through the Web from the ABC-C home page at <http://www.abc.army.mil>. The first time an employee accesses the EBIS, the system will require that the employee establish a user account on the Department of Army's Security Log On Page. (This is necessary to access any secure Army web site and is not part of the EBIS.) To do so, the employee clicks on the remark "If this is your first time accessing this page, create your User Account Now." At this point, the employee must enter his or her SSN, Date of Birth (DOB), Service Computation Date - Leave (SCD-Leave), Pay Plan and Grade, and Pay Step. This information can be found on the employee's Leave and Earnings Statement. The system verifies the information against the civilian personnel database to determine if the employee is an authorized user. Once the employee's account has been created, the system will send the employee back to the Login Screen to enter the new User ID and Password. The employee can then view information in EBIS; however, to conduct benefits transactions or obtain personal information in EBIS, the employee will be required to input his or her SSN and ABC-C PIN. The PIN for IVRS and EBIS are interchangeable.

c. Contact the Southwest CPOC Help Desk at (785) 239-2000 or DSN 856-2000 for assistance when unable to access the IVRS or EBIS.

2. Separated employees, children and former spouses who lose FEHB coverage can obtain information on Temporary Continuation of Coverage (TCC) from the ABC-C homepage at <http://www.abd.army.mil>.

3. When employees retire from the Department of Army, responsibility for providing personnel services transfers to the Office of Personnel Management (OPM). As a service to retired employees, referral information for the Office of Personnel Management (OPM), National Finance Center (NFC), National Association of Retired Federal Employees (NARFE) and Social Security Administration (SSA) can be obtained from ABC-C at 1-877-276-9287.

E. SHIPMENT OF OFFICIAL PERSONNEL FOLDERS (OPFs)

To ensure adequate safeguarding of the OPF, the ABC-C and CPOCs will use the automated OPF Tracker System adhering to the following procedures when shipping OPFs to and from the ABC-C:

1. The ABC-C personnel will request shipment of employees' OPFs via the OPF Tracker Pick List.

2. The CPOC POC will review the tracker requests daily, obtain the OPF and ship the OPF to the ABC-C within two days of receipt of the request via overnight delivery. If the OPF is not in the Files Room or immediately available for shipment, the POC will immediately notify ABC-C requestor of the delay and initiate a request to transmit the OPF as soon as possible.

3. The CPOC will maintain accountability via a control number of the delivery system used to ship the OPFs. The OPFs will be shipped to the Southwest CPOC, 301 Marshall Ave, ATTN: ABC-C, Fort Riley, KS 66442-5004.

4. When the ABC-C has completed the action, the OPF will be returned to the CPOC for appropriate disposition.

5. The ABC-C will maintain control number accountability of the delivery system used to return the OPFs to the appropriate CPOC.

F. RESOLUTION OF PAYROLL REJECTS

The following procedure will be followed when correcting and resolving benefits and entitlements payroll rejects.

1. The CPOC will review the benefits and entitlements rejects and determine whether the reject occurred as a result of an accession/transfer action or an employee initiated benefits transaction.

2. For rejects resulting from an accession/transfer action, the CPOC will resolve and correct the action.

3. For rejects resulting from an employee initiated benefits transaction, the CPOC will resolve and correct. If resolution requires employee action, the CPOC ABC-C liaison will contact the ABC-C and if necessary, the employee.

4. For rejects resulting from retirement and death actions, the CPOC liaison will coordinate resolution with the ABC-C.

G. RESOLUTION OF TRANSACTIONAL DCPDS REJECTS

The ABC-C staff will review the daily log files named 'logrejectMMDD' and 'loggoodMMDD' and the desktop computer screens to monitor transactions that reject in DCPDS. The ABC-C will use these tools to identify and correct rejected actions and recommend corrective actions to systemic problems, when applicable.

CHAPTER 2

THRIFT SAVINGS PLAN (TSP)

A. TSP ACCESSION/ CHANGE IN APPOINTING OFFICE (CAO)

1. The **employee** will:

- a. Review appointment package information and follow instructions.
- b. If previously participating in TSP and rehired within 31 days of separation, review Leave and Earnings Statement (LES) to ensure most recent election resumes.
- c. New employees can obtain TSP information (general and personal) from the ABC-C, but will be unable to make an election until they have completed the necessary waiting period.

2. The **CPAC** will:

- a. Provide appointment package to the employee containing:
 - (1) First date eligible to participate in the TSP (waiting period, etc)
 - (2) TSPBK08 - Summary of the TSP for Federal employees
 - (3) New Hire Benefit and Entitlement Information
- b. Refer employees to the ABC-C IVRS or EBIS automated systems for information.

3. The **CPOC** will:

- a. Input TSP accession information into DCPDS when processing the PAR. Rely on DCPDS interface with DFAS for update.
- b. Prepare TSP-19, Transfer of Information Between Agencies, for employees with a current TSP loan. Forward original copy to payroll.
- c. Input TSP eligibility date in DCPDS and ensure flow to DFAS.

4. The **ABC-C** will:

- a. Provide TSP information and assistance services to employees.
- b. Refer employee to the TSP Thriftline and/or TSP web site, <http://www.tsp.gov> for information on interfund transfers and the loan program.

B. TSP OPEN SEASON

1. The **employee** will:

- a. Review LES for open season notification.
- b. Obtain open season materials from the TSP web site at <http://www.tsp.gov> or an appropriate source.
- c. Contact the ABC-C IVRS or EBIS automated systems for information and/or to make an election.
- d. Review LES or the IVRS or EBIS personal benefits information to ensure the election is correct. The LES serves as the official notification of the TSP election. A copy of the TSP-1 will not be available to the employee.

- e. Review his/her periodic participant's statement.

2. The **CPAC** will:

- a. Inform employees where to obtain and review open season materials.
- b. Refer employees to the ABC-C IVRS or EBIS automated systems to make open season elections or for assistance.

3. The **CPOC** will:

- a. Prior to the beginning of the TSP open season, run a TSP Quality Control Update DESIRE for CSRS employees having a blank TSP-Eligibility-Date (TSN). Determine the correct TSP eligibility date and insert it into the system. (Note: The ABC-C automated system edits using the TSP-Eligibility-Date to determine which employees are eligible to make an open season election.)
- b. Retrieve and print forms generated by the ABC-C and file them in the employees' OPFs.
- c. Resolve employees' problems with TSP open season actions.

4. The **ABC-C** will:

- a. Provide information and assistance services to employees.
- b. Rely on the system to process elections electronically and the DCPDS interface to update DFAS.

C. TSP LOAN PROGRAM/IN-SERVICE WITHDRAWALS

1. The **employee** will:

- a. Contact the ABC-C IVRS or EBIS automated systems, the TSP Service Office, and/or TSP web site at <http://www.tsp.gov> for information.
- b. Obtain the TSP-20, Loan Application and TSPBK04, Loan Booklet from <http://www.tsp.gov> or appropriate source.
- c. Complete the loan application and submit it to the TSP Service Office.
- d. Contact the local payroll Customer Service Representative to resolve loan repayment issues.
- e. Contact the TSP Service Office or <http://www.tsp.gov> to obtain TSP In-Service Withdrawals (TSP Book 12), Age-Based In-Service Withdrawal Request (Forms TSP 75/75T), and Financial Hardship In-Service Withdrawal (Forms TSP 76 and 75T).
- f. Complete the in-service withdrawal request and submit it to the TSP Service Office.
- g. Contact the TSP Thriftline for the status of loan and in-service withdrawal requests.

2. The **CPAC** will:

- a. Refer employees to the ABC-C IVRS or EBIS automated systems for information.
- b. Refer employees to the TSP Service Office or <http://www.tsp.gov> for specific loan questions and to obtain withdrawal/loan forms and publications.
- c. Instruct employees to send loan application and in-service withdrawal requests directly to the TSP Service Office.

3. The **CPOC** will:

- a. Prepare TSP-19, Transfer of Thrift Savings Plan Information Between Agencies, for transferring employees who have an outstanding TSP loan.
- b. Upon receipt of non-contribution notice from TSP, process in DCPDS and file in OPF.

4. The **ABC-C** will:

- a. Provide information and assistance services to employees.
- b. Forward loan applications and in-service withdrawal requests to TSP Service Office when erroneously received at the ABC-C.
- c. Refer employees to TSP Thriftline at (504) 255-8777 (this is not a toll-free number) for the status of loan and inservice withdrawal requests.
- d. Refer employees to the TSP web site, <http://www.tsp.gov> for other loan information.

D. TSP TERMINATING CONTRIBUTIONS

1. The **employee** will:

- a. Contact the ABC-C IVRS or EBIS automated systems for information and/or to make an election.
- b. Review LES to ensure the election is correct.

2. The **CPAC** will refer employees to the ABC-C IVRS or EBIS automated systems for information and to make changes.

3. The **CPOC** will retrieve and print forms generated by the ABC-C and file them in the employees' OPFs.

4. The **ABC-C** will:

- a. Provide information and assistance services to employees.
- b. Rely on the system to process elections electronically and the DCPDS interface to

update DFAS.

E. TSP OUTPROCESSING

1. The former **employee** will:

a. Review the TSP Withdrawal Package. For information, contact the TSP Thriftline at (504) 255-8777 (this is not a toll-free number), TSP web site, <http://www.tsp.gov>, or ABC-C IVRS or EBIS automated systems.

b. Forward withdrawal election directly to the TSP Service Office for processing.

c. Comply with local outprocessing procedures.

2. The **CPAC** will:

a. Refer employees to the ABC-C IVRS or EBIS automated systems, the TSP Thriftline, or <http://www.tsp.gov> for information.

b. Instruct employees to send withdrawal elections directly to TSP Service Office for processing.

3. The **CPOC** will:

a. Provide employee with TSP withdrawal packet and SF 50. The packet will consist of the following documents:

- (1) TSPBK02 - Leaving Federal Service
- (2) TSPBK05 - TSP Annuities
- (3) TSP-3 - Designation of Beneficiary
- (4) TSP-9 - Change of Address for Separated Participants
- (5) TSP-16 - Exception to Spousal Requirements
- (6) TSP-17 - Information Relating to Deceased Participant
- (7) TSP-70 and 70T - Withdrawal Request/Transfer Information
- (8) TSP-536 - Notice-Important Tax Information About Payments From Your Thrift Savings Plan Account
- (9) Benefits Summary for Appropriated Fund Civilian Employees on LWOP

b. Refer all questions regarding withdrawals to either the ABC-C or TSP Service Office.

4. The **ABC-C** will:

a. Provide information and assistance services to employees.

b. Determine eligibility for an annuity, counsel employee on withdrawal options, and verify eligibility for option desired.

c. Instruct employee to submit withdrawal election to the TSP Service Office.

CHAPTER 3

FEDERAL EMPLOYEES HEALTH BENEFITS (FEHB)

A. FEHB ACCESSION/CHANGE IN APPOINTING OFFICE (CAO)

1. The **employee** will:

- a. Review New Hire Benefit and Entitlement Information and RI 70-1, Plan Comparison Book and follow instructions.
- b. Obtain National Health Carrier plan brochures from appropriate source or <http://www.opm.gov/forms/index/htm>.
- c. Obtain Fee for Service or HMO Carrier Plan brochures by contacting the 1-800 number listed in the Plan Comparison Book or <http://www.opm.gov/forms/index.htm>.
- d. Contact the ABC-C IVRS or EBIS automated systems for information and/or to make election.
- e. Review LES to ensure election is correct.
- f. Obtain copy of SF 2809, Health Benefits Registration Form, through the ABC-C IVRS system.

2. The **CPAC** will:

- a. Provide appointment package to the employee containing RI 70-1, Guide to Federal Employees Health Benefits Plans (Plan Comparison Book) and New Hire Benefit and Entitlement Information.
- b. Refer employees to appropriate source or <http://www.opm.gov/forms/index.htm> for Plan Brochures and 1-800 numbers for carriers.
- c. Refer employees to the ABC-C IVRS or EBIS automated systems for information and to make elections.

3. The **CPOC** will:

- a. Input FEHB accession information into DCPDS when processing the SF 50 as close to the entry-on-duty (EOD) date as possible to allow eligible employees to elect their health insurance coverage using the ABC-C systems.
- b. Prepare the SF 2810, Notice of Change in Health Benefits Enrollment, for employees transferring from another agency or payroll office and forward copy to the Carrier.
- c. Notify employee restored to duty after erroneous separation of eligibility to elect retroactive or prospective coverage.
- d. Rely on DCPDS interface with DFAS for update.
- e. Retrieve and print forms generated by the ABC-C and file them in the employees'

OPFs.

4. The **ABC-C** will:

- a. Provide information and assistance services to employees.
- b. Rely on the system to process elections electronically and the DCPDS interface to update DFAS.
- c. Provide employees with a copy of the SF 2809, Health Benefits Registration Form through the ABC-C IVRS system.
- d. When the FEHB hub site is operational, flow elections to the CDA who will forward thru the FEHB Hub (OPM) to the Carriers.

B. FEHB OPEN SEASON

1. The **employee** will:

- a. Review LES for open season notification.
- b. Obtain RI 70-1, Guide to Federal Employees Health Benefits Plans (Plan Comparison Book) and National Health Carrier plan brochures from appropriate source or <http://www.opm.gov/forms/index.htm>.
- c. Obtain Fee for Service or HMO Carrier Plan brochures by contacting the 1-800 number listed in the Plan Comparison Book or <http://www.opm.gov/forms/index.htm>.
- d. Review RI 70-1, Plan Comparison Book and other pertinent information.
- e. Contact the ABC-C IVRS or EBIS automated systems for information and/or to make election.
- f. Review LES to ensure election is correct.
- g. Obtain copy of SF 2809, Health Benefits Registration Form through the ABC-C IVRS system.

2. The **CPAC** will:

- a. Inform employees where to obtain and review open season materials.
- b. Refer employees to appropriate source or <http://www.opm.gov/forms/index.htm> for Plan Comparison Book and health carrier plan brochures.
- c. Refer employees to the ABC-C IVRS or EBIS automated systems for information and to make open season elections.

3. The **CPOC** will retrieve and print forms generated by the ABC-C and file them in the employees' OPFs.

4. The **ABC-C** will:

- a. Provide information and assistance services to employees.
- b. Rely on the system to process elections electronically and the DCPDS interface to update DFAS.
- c. Provide employees with copy of the SF 2809, Health Benefits Registration Form through the ABC-C IVRS system.
- d. When the FEHB hub site is operational, flow elections to the CDA who will forward thru the FEHB Hub (OPM) to the Carriers.

C. FEHB NON-OPEN SEASON (MARRIAGE, BIRTH, ETC)

1. The **employee will:**

- a. Obtain RI 70-1, Guide to Federal Employees Health Benefits Plans (Plan Comparison Book) and National Health Carrier plan brochures from appropriate source or <http://www.opm.gov/forms/index.htm>.
- b. Obtain Fee for Service or HMO Carrier Plan brochures by contacting the 1-800 number listed in the Plan Comparison Book or <http://www.opm.gov/forms/index.htm>.
- c. Review information and contact the ABC-C IVRS or EBIS automated systems for information and/or to make election.
- d. Upon request, provide the ABC-C with proper documentation to support change. Employees are responsible for validity of changes. Disciplinary action may be taken upon discovery of fraudulent change.
- e. Review LES to ensure election is correct.
- f. Obtain copy of SF 2809, Health Benefits Registration Form through the ABC-C IVRS system.

2. The **CPAC will:**

- a. Refer employees to appropriate source to obtain RI 70-1, Guide to Federal employees Health Benefits Plans (Plan Comparison Book) and health carrier plan brochures.
- b. If contacted, refer employees to the ABC-C IVRS or EBIS automated systems for information and/or to make election.

3. The **CPOC** will retrieve and print forms generated by the ABC-C and file them with any hardcopy forms received in the employees' OPFs.

4. The **ABC-C will:**

- a. Provide information and assistance services to employees.
- b. Rely on the system to process elections electronically and the DCPDS interface to update DFAS.

- c. Audit 25% of elections to ensure employees can provide supporting documentation.
- d. Provide employees with copy of the SF 2809, Health Benefits Registration Form through the ABC-C IVRS system.
- e. When the FEHB hub site is operational, flow elections to the CDA who will forward thru the FEHB Hub (OPM) to the Carriers.

D. FEHB TERMINATION/CANCELLATION

1. The **employee** will:
 - a. Contact the ABC-C IVRS or EBIS automated systems for information and/or to effect a termination or cancellation.
 - b. Review LES to ensure the termination or cancellation is correct.
 - c. Obtain a copy of SF 2809, Health Benefits Registration Form through the ABC-C IVRS system.
2. The **CPAC** will refer employees to the ABC-C IVRS or EBIS automated systems for information and/or to effect termination or cancellation.
3. The **CPOC** will retrieve and print forms generated by the ABC-C and file them in the employees' OPFs.
4. The **ABC-C** will:
 - a. Provide information and assistance services to employees.
 - b. Rely on the system to process actions electronically and the DCPDS interface to update DFAS.
 - c. Provide employees with copy of the SF 2809, Health Benefits Registration Form through the ABC-C IVRS system.
 - d. When the FEHB hub site is operational, flow elections to the CDA who will forward thru the FEHB Hub (OPM) to the Carriers.

E. FEHB OUTPROCESSING/TEMPORARY CONTINUATION OF COVERAGE (TCC)

1. The **employee** will:
 - a. Read remark on SF 50 regarding TCC.
 - b. If terminating Federal employment, obtain and review the booklet, Temporary Continuation of Coverage Under the Federal Employees Health Benefits Program (RI 79-27) from appropriate source or <http://www.opm.gov/forms/index.htm>.
 - c. Read the notification letter regarding TCC.

- d. If interested in TCC, contact the ABC-C IVRS system for information.
 - e. If election of TCC is desired, obtain an SF 2809 from appropriate source or <http://www.opm.gov> and submit election form to ABC-C within 60 days of separation or within 65 days of receipt of notice, whichever is later.
 - f. Comply with local outprocessing procedures.
2. The **CPAC** will:
- a. Refer employees to the ABC-C for assistance.
 - b. Refer employees to appropriate source or <http://www.opm.gov/forms/index.htm> to obtain the booklet, Temporary Continuation of Coverage Under the Federal Employee's Health Benefits Program (RI 79-27).
3. The **CPOC** will:
- a. Place TCC remark on SF 50.
 - b. Issue notification letter to separating employee advising of eligibility for TCC and mail with SF 50 and booklet, Temporary Continuation of Coverage Under the Federal Employee's Health Benefits Program (RI 79-27) to employee. Advise employee to contact the ABC-C for information.
 - c. Mail copy of employee notification letter to ABC-C.
 - d. Prepare SF 2810, Notice of Change in Health Benefits Enrollment for employees terminating Federal employment (except for retirement and death) and forward to Carrier.
4. The **ABC-C** will:
- a. Provide information and assistance services to employees.
 - b. Establish TCC suspense file upon receipt of employee notification letter from CPOC.
 - c. Upon receipt, process TCC request to the National Finance Center (NFC). If continuation is based on the National Defense Authorization Act, place appropriate remarks and funding citation on the hardcopy SF 2809 before forwarding to NFC.
 - d. Establish and maintain enrollment file on all TCC approvals.
5. The **NFC** will:
- a. Process enrollment and notify carrier.
 - b. Bill agency, as appropriate, and individual for payments.
 - c. Maintain TCC files.

F. FEHB AND LEAVE WITHOUT PAY (LWOP)

1. The **employee** will:

- a. Submit request for LWOP approval to their supervisor.
- b. If entering a LWOP status, obtain the handout "Benefits Summary for Appropriated Fund Civilian Employees on Leave Without Pay (LWOP)" from the ABC-C web site or appropriate source.
- c. Complete the FEHB Options While in Non-Pay Status Letter and forward to the ABC-C. If employee does not return the FEHB LWOP election to ABC-C, the employee's health coverage will terminate.
- d. If entering a LWOP status to enter military duty, obtain the handout "Information for Employees Entering Active Duty" from the ABC-C web site or appropriate source. Complete the election form and forward to the ABC-C with a copy of the military orders.
- e. Contact the ABC-C IVRS or EBIS automated systems for information.
- f. Employees whose enrollment has been terminated due to 12 months in a non-pay status have 60 days from returning to a pay and duty status to re-enroll. Employees must contact a Benefits Counselor through the ABC-C IVRS to re-enroll.

2. The **CPAC** will:

- a. Refer employees entering a LWOP status to the ABC-C web site, the ABC-C Fax Back System, or appropriate source to obtain the handout "Benefits Summary for Appropriated Fund Civilian Employees on Leave Without Pay (LWOP)".
- b. Refer employees who will be in a LWOP status to enter military duty to the ABC-C web site, the ABC-C Fax Back System, or appropriate source to obtain the handout "Information for Employees Entering Active Duty". Instruct employee to fax/mail completed form and active duty orders to the ABC-C.
- c. Refer employees to the ABC-C IVRS or EBIS automated systems for information.

3. The **CPOC** will:

- a. Process LWOP PERSACTION.
- b. Identify work status changes that affect an employee's benefit eligibility and notify employee.
- c. Retrieve and print forms generated by the ABC-C and file them with hard copy election letter and SF 2810 received in the employees' OPFs.

4. The **ABC-C** will:

- a. Provide information and assistance services to employees.
- b. Receive LWOP election letter from employee and perform the following:

(1) If employee elects to terminate FEHB coverage, prepare SF 2810, Notice of Change in Health Benefits Enrollment, terminating coverage, input to DCPDS, and forward copy to DFAS and the Carrier. Forward Termination Election Letter and SF 2810 to CPOC for filing in employee's OPF.

(2) If employee elects to pay premiums, forward a copy of the election to DFAS for information and to the CPOC for filing in the employee's OPF.

c. Prepare SF 2810 to terminate FEHB when employee has been in a LWOP status for 12 months. For employees who entered a LWOP status to enter the military, terminate FEHB coverage after 18 months in a non-pay status.

d. Prepare a counselor-assisted, on-line enrollment for employees electing to reenroll after returning to a pay and duty status after 12 months in a non-pay status. Update DCPDS and forward copy to payroll and fax copy to Carrier.

G. FEHB FORMER SPOUSES/CHILDREN WHO LOSE COVERAGE

1. The Employee and Former Spouse/Children will:

a. Obtain the handout "Temporary Continuation of Coverage - FEHB" from the ABC-C website at <http://www.abc.army.mil/ABCHealth/Information/TCC.htm>. Non-employees are unable to access the ABC-C through IVRS or EBIS automated systems.

b. Notify ABC-C within 60 days of qualifying event via a letter or written request and provide spouse's/child's mailing address. To enroll, complete and mail SF 2809 to the ABC-C.

c. Provide supporting documentation as necessary.

2. The CPAC will

a. Refer employees of former spouses and children to the ABC-C for the handout "Temporary Continuation of Coverage - FEHB."

b. Refer spouses and children to the ABC-C for information.

3. The ABC-C will:

a. Upon notification from employee/former spouse/children of qualifying event, issue letter to former spouses and children advising of eligibility for TCC.

b. Establish TCC suspense file.

c. Upon receipt of SF 2809, ensure eligibility and request supporting documentation when necessary.

d. Process election request to the National Finance Center (NFC).

4. The NFC will:

a. Process enrollment and notify carrier.

- b. Bill individual for payments.
- c. Maintain TCC files.

CHAPTER 4

FEDERAL EMPLOYEES' GROUP LIFE INSURANCE (Fegli)

A. FEGLI ACCESSION/CHANGE IN APPOINTING OFFICE (CAO)

1. The **employee** will:

a. Review New Hire Benefit and Entitlement Information, RI 76-21, FEGLI Booklet, SF 2823, Beneficiary Form and follow instructions.

b. Follow these procedures to elect optional insurance. To elect optional insurance on in-processing day, complete SF 2817 and provide to CPAC. To elect optional insurance after in-processing day but within first pay period, complete and mail SF 2817 to ABC-C. To elect optional insurance after first pay period but within 31 days of EOD, make election through ABC-C IVRS or EBIS.

c. Contact the ABC-C IVRS or EBIS automated systems for information.

d. Review LES to ensure election is correct.

e. Provide completed SF 2823 to CPOC.

2. The **CPAC** will:

a. Send appointment package to the employee containing:

- (1) FEGLI Program Booklet, RI 76-21
- (2) FEGLI Designation of Beneficiary Form, SF 2823.
- (3) New Hire Benefit and Entitlement Information

b. Advise employees on procedures for electing optional insurance.

c. Advise employee how to obtain SF 2817.

d. Refer employees to the ABC-C IVRS or EBIS automated systems for information.

3. The **CPOC** will:

a. For new employees, input FEGLI code as "Basic Only" in DCPDS. Input accession action in DCPDS as close to the entry-on-duty (EOD) date as possible to allow eligible employees to elect their life insurance coverage through the ABC-C IVRS or EBIS.

b. For rehired employees, verify cancellation of waiver (180-day rule). If not cancelled, input previous coverage in DCPDS.

c. Retrieve and print forms generated by the ABC-C and file them with any hardcopy forms received in the employees' OPFs.

4. The **ABC-C** will:

a. Provide information and assistance services to employees.

- b. Receive, date stamp and process new employee optional insurance elections received in the mail.
- c. Authenticate FEGLI Change, SF 50.
- d. Rely on the system to process elections electronically and the DCPDS interface to update DFAS.
- e. Mail hardcopy forms received from employee to CPOC for filing in the OPF.
- f. Monitor daily Transaction Report to note any projected FEGLI changes which may have been cancelled or voided by employees. Remove the subject SF-50s from the Pending Queue.

B. FEGLI OPEN SEASON

1. The **employee** will:
 - a. Review LES for open season notification.
 - b. Obtain FEGLI booklet, RI 76-21 from appropriate source or <http://www.opm.gov/forms/index.htm>.
 - c. Contact the ABC-C IVRS or EBIS automated systems for information or to make election.
 - d. Upon request, provide the ABC-C with proper documentation to support election. Employees are responsible for validity of changes. Disciplinary action may be taken upon discovery of fraudulent change.
 - e. Review LES to ensure election is correct.
2. The **CPAC** will:
 - a. Inform employees where to obtain and review open season materials.
 - b. Refer employees to the ABC-C IVRS or EBIS automated systems for information and to make elections.
3. The **CPOC** will retrieve and print forms generated by the ABC-C and file them in the employees' OPFs.
4. The **ABC-C** will:
 - a. Provide information and assistance services to employees.
 - b. Authenticate FEGLI Change, SF 50.
 - c. Rely on the system to process elections electronically and the DCPDS interface to update DFAS.

d. Monitor daily Transaction Report to note any projected FEGLI changes which may have been cancelled or voided by employees. Remove the subject SF-50s from the Pending Queue.

C. FEGLI ONE YEAR AFTER VALID DECLINATION CHANGE

1. The **employee** will:

- a. Contact the ABC-C IVRS or EBIS automated systems for information.
- b. Obtain SF 2822, Request for Insurance to elect coverage from ABC-C Fax Back System or OPM web site <http://www.opm.gov/forms/index.htm>. Complete employee information and mail to the CPOC.
- c. Upon receipt from the CPOC, take SF 2822 to physician and have required physical exam at own expense.
- d. Ensure physician sends SF 2822 to the Office of Federal Employee Group Life Insurance (OFEGLI) within 60 days of exam.
- e. Upon notification of approval, obtain SF 2817, complete and mail to ABC-C within 31 days from date of OFEGLI approval to make election.
- f. Review LES to ensure election is correct.

2. The **CPAC** will refer employees to the ABC-C IVRS or EBIS automated systems for information.

3. The **CPOC** will:

- a. Upon receipt of SF 2822 from employee, complete Part A, inserting ABC-C name and address for agency address on form. Return form to employee.
- b. Retrieve and print forms generated by the ABC-C and file them with any hardcopy forms received in the employees' OPFs.

4. The **ABC-C** will:

- a. Provide information and assistance services to employees.
- b. Advise employee of election procedures when employee wishes to enroll in basic life and Option A and/or Option B at least one year after waiving coverage.
- c. Upon receipt of the SF 2822 from OFEGLI, advise employee of decision. If approved, advise employee to complete and submit SF 2817 to ABC-C within 31 days from the date of OFEGLI approval.
- d. Upon receipt of SF 2817 from employee, input election in DCPDS.
- e. Rely on the system to process life insurance election electronically and DCPDS interface to update DFAS.

- f. Authenticate FEGLI Change, SF 50.
- g. Mail SF 2822 and SF 2817 to CPOC for filing in OPF.

D. FEGLI CHANGES (MARRIAGE/DIVORCE/DEATH OF SPOUSE/ACQUISITION OF CHILD/DECREASE IN COVERAGE, ETC.)

1. The **employee** will:
 - a. Contact the ABC-C IVRS or EBIS automated systems for information and to make election.
 - b. Provide the ABC-C with proper documentation to support change. Employees are responsible for validity of changes. Disciplinary action may be taken upon discovery of a fraudulent change.
 - c. Review LES to ensure election is correct.
2. The **CPAC** will:
 - a. Refer employees to the ABC-C IVRS or EBIS automated systems for information and/or to make election.
 - b. Refer employee to appropriate source or <http://www.opm.gov/forms/index.htm>. to obtain RI 76-21, FEGLI Program Booklet.
3. The **CPOC** will retrieve and print forms generated by the ABC-C and file them with any hardcopy forms received in the employees' OPFs.
4. The **ABC-C** will:
 - a. Provide information and assistance services to employees.
 - b. Rely on the system to process elections electronically and DCPDS interface to update DFAS.
 - c. Authenticate FEGLI Change, SF 50.
 - d. Audit 25% of elections to ensure employee can provide supporting documentation.
 - e. Mail documentation to the CPOC for filing in the employees' OPFs.

E. FEGLI ACCIDENTAL DISMEMBERMENT

1. The **employee** will:
 - a. Notify supervisor immediately of accident.
 - b. Provide written notice of accident to the Office of Federal Employees Group Life Insurance (OFEGLI) within 20 days of accident. Notice may be a simple letter signed by the employing agency, an interested friend or the employee.

c. Obtain FE-7, Claim for Accidental Means Dismemberment Benefits from OPM web site or appropriate source, complete Part A and have attending physician complete Part C and provide required medical report.

d. Forward completed FE-7 form to ABC-C within 90 days of date of accident.

2. The **supervisor** will notify the CPAC as soon as information is received and provide name, address, and phone number of employee or employee's designated representative.

3. The **CPAC** will:

a. Refer all FEGLI questions to ABC-C.

b. Furnish name, address, relationship (if applicable), and telephone number of employee or designated representative to the ABC-C.

4. The **CPOC** will receive hardcopy forms from the ABC-C and file them in the employees' OPFs.

5. The **ABC-C** will:

a. Provide information and assistance services.

b. Contact employee/designated representative by telephone.

c. Upon receipt of completed FE-7 form from employee, complete Part B, Certification of Insurance Status and forward claim to OFEGLI. Furnish copy of FE-7 to CPOC for filing in employee's OPF.

F. FEGLI VOLUNTARY CANCELLATION

1. The **employee** will:

a. Contact the ABC-C IVRS or EBIS automated systems for information and/or to cancel coverage.

b. Review LES to ensure cancellation is effected.

2. The **CPAC** will refer employees to the ABC-C IVRS or EBIS automated systems for information and/or to make cancellation.

3. The **CPOC** will retrieve and print forms generated by the ABC-C and file them in the employees' OPFs.

4. The **ABC-C** will:

a. Provide information and assistance to employees.

b. Rely on the system to process election electronically and DCPDS interface to update DFAS.

c. Authenticate FEGLI Change, SF 50.

G. FEGLI AND LEAVE WITHOUT PAY (LWOP)

1. The employee will:

a. Obtain the handout "Benefits Summary for Appropriated Fund Civilian Employees on Leave Without Pay (LWOP)" or the handout "Information for Employees Entering Active Duty", SF 2821, Agency Certification of Insurance Status, and SF 2819, Notice of Conversion Privilege. The handouts can be found on the ABC-C web site or the ABC-C Fax Back System.

b. Take the following actions if FEGLI is due to terminate because of 12 months in a LWOP status:

(1) If interested in converting to a private policy, read and follow instructions for conversion on the SF 2819 and send completed SF 2821 and SF 2819 to Office of Federal Employees Group Life Insurance (OFEGLI). The election must be made within 31 days of insurance termination date or the date on the SF 2819, whichever gives the employee more time.

(2) If interested in "Porting" Option B coverage, complete and mail or fax the Portability Notice to ABC-C and send a copy to MetLife. A copy of the original SF 2821 should also be sent to MetLife if one was received. The Portability Notice **MUST** be completed within 60 days of the terminating event and be received at the ABC-C not later than the 65th day after the terminating event or by the 79th day if the employee lives overseas.

2. The CPAC will:

a. Advise employees entering a LWOP status how to obtain the handout "Benefits Summary for Appropriated Fund Civilian Employees on Leave Without Pay (LWOP)". The handout can be found on the ABC-C web site or the ABC-C Fax Back System.

b. Advise employees who will be in a LWOP status to enter military duty how to obtain the handout "Information for Employees Entering Active Duty". The handout can be found on the ABC-C web site or the ABC-C Fax Back System.

c. Refer employees to the ABC-C IVRS or EBIS automated systems for information.

3. The CPOC will:

a. Complete Part A of the Portability Notice and required sections of the SF 2821 and SF 2819 and send to employees whose 12 months LWOP is about to terminate. Instruct employees to obtain the "Benefits Summary for Appropriated Fund Civilian Employees on Leave Without Pay (LWOP)" or the handout "Information for Employees Entering Active Duty". The handouts can be found at the ABC-C web site or the ABC-C Fax Back System.

b. Upon request, fax copies of employees' designations, assignments, and court orders to ABC-C and flag the employees' OPFs.

c. File forms received from the ABC-C in the employees' OPFs.

4. The ABC-C will:

a. Provide information and assistance to employees.

- b. Upon receipt of completed Portability Notice, date stamp to show receipt.
- c. Verify the employee completed the Portability Notice within 60 days of the terminating event and was received by the ABC-C not later than the 65th day after the terminating event (or by the 79th day if the employee lives overseas).
- d. If the Portability Notice is timely completed and received, request CPOC to provide any designations, assignments, and court orders for the employee. Within 60 days of receipt, mail Port Notice, SF 2821 and any designations, assignments, and court orders to MetLife.
- e. If the Portability Notice was either not completed or not received within the specified time frames, notify the employee that he or she is not eligible to port Option B and forward documentation.
- f. Forward copies of the Portability Notice, SF 2821, or employee notification of ineligibility to CPOC for filing in the OPF.

H. FEGLI OUTPROCESSING (EXCLUDES RETIREMENTS AND DEATHS)

- 1. The **employee** will:
 - a. If interested in converting to a private policy, read and follow instructions for conversion on the SF 2819 and send completed SF 2821 and SF 2819 to Office of Federal Employees Group Life Insurance (OFEGLI). The election must be made within 60 days of insurance termination date or the date on the SF 2819, whichever gives the employee more time.
 - b. If interested in "Porting" Option B coverage, complete and mail or fax the SF 2821 and Portability Notice to ABC and send a copy to MetLife. The Portability Notice **MUST** be completed within 60 days of the terminating event and be received at the ABC-C not later than the 65th day after the terminating event or by the 79th day if the employee lives overseas.
 - c. Comply with local outprocessing procedures.
- 2. The **CPAC** will refer employee to the ABC-C IVRS or EBIS automated systems for information.
- 3. The **CPOC** will:
 - a. Complete Part A of the Portability Notice and required sections of the SF 2821 and SF 2819 and mail to employee. Retain and file copies of the notice and forms in employees' OPFs.
 - b. Upon request, fax copies of employees' designations, assignments, and court orders to ABC-C and flag the employees' OPFs.
 - c. File forms received from the ABC-C in the employees' OPFs.
- 4. The **ABC-C** will:
 - a. Provide information and assistance to employees.

- b. Upon receipt of completed Portability Notice, date stamp to show receipt.
- c. Verify the employee completed the Portability Notice within 60 days of the terminating event and was received by the ABC-C not later than the 65th day after the terminating event (or by the 79th day if the employee lives overseas).
- d. If the Portability Notice is timely completed and received, request CPOC to provide any designations, assignments, and court orders for the employee. Within 60 days of receipt, mail Port Notice, SF 2821 and any designations, assignments, and court orders to MetLife.
- e. If the Portability Notice was either not completed or not received within the specified time frames, notify the employee that he or she is not eligible to port Option B and forward the Portability Notice, SF 2821 and employee notification of ineligibility to CPOC for filing in the OPF.

I. FEGLI ASSIGNMENTS

1. The **employee** will:
 - a. Contact the ABC-C IVRS or EBIS automated systems for information.
 - b. Obtain RI 76-10 from <http://www.opm.gov/forms/index.htm> of appropriate source.
 - c. Complete RI 76-10 and send to CPOC.
 - d. If assigning FEGLI to viatical settlement firm, provide necessary release form to CPOC for filing in OPF.
2. The **CPAC** will refer employees to the ABC-C IVRS or EBIS automated systems for information.
3. The **CPOC** will:
 - a. Upon receipt of RI 76-10 from employee, verify form for accuracy, and that employee has not elected a living benefit.
 - b. Notify employee of effective date of assignment. File form in OPF
 - c. Issue notice to each assignee of FEGLI assignment to include type of insurance and percentage of ownership that the assignee owns. Advise assignees in notice of responsibility to notify CPOC of any change in address. Notice will include RI 76-21, FEGLI Booklet; a copy of the RI 76-10, Assignment of Federal Employees' Group Life Insurance form; and a blank SF 2823, Designation of Beneficiary form.
 - d. Upon receipt from employee, file viatical settlement release form in employee's OPF.
 - e. If FEGLI assigned to a viatical settlement firm, verify employee's release in OPF prior to furnishing information to viatical firm. Any information provided to a viatical settlement firm will be documented and filed in employee's OPF.
4. The **ABC-C** will provide information and assistance services to employees.

J. FEGLI LIVING BENEFITS

1. The **employee** will:
 - a. Contact the ABC-C IVRS or EBIS automated systems for assistance,
 - b. Contact OFEGLI to obtain FE-8. Upon receipt of FE-8, complete Part A and have physician complete Part B. Forward completed forms to OFEGLI.
2. The **CPAC** will refer employees to the ABC-C IVRS or EBIS automated systems for information.
3. The **CPOC** will upon request, advise ABC-C of employee's enrollment in Basic Insurance and if insurance is assigned.
4. The **ABC-C** will:
 - a. Provide information and assistance to employees. Advise employee to contact OFEGLI to request living benefits.
 - b. Upon receipt of FE-8A from OFEGLI, coordinate with the CPOC to certify employee's enrollment in basic insurance and if insurance is assigned.
 - c. Complete FE-8A and fax form to DFAS and OFEGLI and mail original to OFEGLI.
 - d. Upon approval from OFEGLI, input action in system and mail approval documentation to CPOC.
 - e. Authenticate FEGLI Change, SF 50.

CHAPTER 5

VOLUNTARY CONTRIBUTIONS/DEPOSITS/REDEPOSITS/REFUNDS

A. VOLUNTARY CONTRIBUTIONS

1. The **employee** will:
 - a. Contact the ABC-C IVRS or EBIS automated systems for information.
 - b. Obtain the SF 2804, Application to Make Voluntary Contributions from appropriate source or <http://www.opm.gov/forms/index.htm>.
 - c. Complete SF 2804 and mail to the ABC-C.
2. The **CPAC** will refer employees to the ABC-C IVRS or EBIS automated systems for information.
3. The **CPOC** will provide information to the ABC-C to certify employees' service.
4. The **ABC-C** will:
 - a. Provide information and assistance services to employees.
 - b. In coordination with the CPOC, certify the information on the SF 2804, Application to Make Voluntary Contributions and mail the form to OPM.

B. DEPOSIT/REDEPOSIT

1. The **employee** will:
 - a. Contact the ABC-C the IVRS or EBIS automated systems for information.
 - b. Obtain the SF 2803 (CSRS), Application to Make Deposit or Redeposit, or SF 3108 (FERS), Application to Make Service Credit Payment for Civilian Service from appropriate source or <http://www.opm.gov/forms/index.htm>.
 - c. Complete applicant's portion of appropriate form and mail to ABC-C.
 - d. Review OPM acknowledgment letter and make appropriate payments directly to OPM.
 - e. Retain copy of OPM receipt showing full or partial payment.
 - f. Provide copy of OPM receipt to the CPOC for filing in the employee's OPF.
2. The **CPAC** will refer employee to the ABC-C IVRS or EBIS automated system for information.
3. The **CPOC** will:
 - a. Verify employee service and provide to ABC-C.

b. File payment receipt form in the employees' OPFs.

4. The **ABC-C** will:

a. Provide information and assistance services to employees.

b. In coordination with the CPOC, complete verification of service and certify SF 2803, Application to Make Deposit or Redeposit (CSRS) or SF 3108, Application to Make Service Credit Payment for Civilian Service (FERS) and mail form to OPM.

C. REFUNDS OF RETIREMENT CONTRIBUTIONS

1. The employee will:

a. Contact the ABC-C IVRS or EBIS automated systems for information.

b. Complete the SF 2802, Application for Refund of Retirement Deduction (CSRS), or SF 3106, Application for Refund of Retirement Deductions (FERS), and mail to the CPOC within 30 days of separation.

c. If separated more than 30 days, mail directly to OPM at the address on the form.

2. The **CPAC** will refer employees to the ABC-C IVRS or EBIS automated systems for information.

3. The **CPOC** will:

a. Mail SF 50 with SF 2802 or SF 3108 and Refund Information Fact Sheet to employee. The handout can be found at the ABC-C web site or the ABC-C Fax Back System.

b. Instruct employees to contact ABC-C for information.

c. Complete agency portion of the SF 2802 or SF 3106 of former employee who applies within 30 days of separation. Input timeliness DINs in civilian personnel database system.

d. Forward SF 2802 or SF 3106 to servicing DFAS Office.

e. Not date stamp or complete agency portion of form, if refund request is received after 30 days. Mail form direct to OPM.

4. The **ABC-C** will provide information and assistance to employees.

D. POST-56 MILITARY DEPOSIT

1. The **employee** will:

a. Review appointment package information and follow instructions, if a new hire.

b. Contact the ABC-C IVRS or EBIS automated systems for information.

c. Obtain application forms from ABC-C Fax Back system or <http://www.abc.army.mil>.

(1) If employee does not have the estimated military earnings:

(a) Complete the personal information on RI 20-97 Form, Estimated Earnings During Military Service, attach all DD Forms 214, Certificate of Release or Discharge from Active Duty, and forward the RI 20-97 to the appropriate military finance office for verification of military earnings.

(b) Upon receipt of estimated military earnings from the military finance office, complete personal information on SF 2803, Application to Make Deposit or Redeposit (CSRS), or SF 3108, Application to Make Service Credit Payment (FERS), as applicable and forward with the RI 20-97, and all DD Forms 214, to the ABC-C.

(2) If employee has estimated military earnings, complete personal information on SF 2803, Application to Make Deposit or Redeposit (CSRS), or SF 3108, Application to Make Service Credit Payment (FERS), as applicable and forward with the RI 20-97 and all DD Forms 214, to the ABC-C.

d. Make arrangements with DFAS to pay the required deposit.

e. When deposit is paid in full, forward a copy of OPM Form 1514, Military Deposit Worksheet and RI 20-97 to the CPOC.

2. The **CPAC** will refer employee to the ABC-C IVRS or EBIS automated systems for information. If new hire, provide appointment package and New Hire Benefit and Entitlement Information to employee.

3. The **CPOC** will:

a. Upon receipt of application package from ABC-C, file package on left side of employee's OPF.

b. Upon receipt of OPM Form 1514 and RI 20-97 from the employee, file on right side of OPF and purge application package from the left side of the OPF.

4. The **ABC-C** will:

a. Provide information and assistance services to employees.

b. Upon request, provide SF 2803 or SF 3108 and the RI 20-97 to employee.

c. Receive application package from employee and review for accuracy. Complete agency portion of OPM Form 1514 and send to DFAS.

d. Forward copy of application package to CPOC for filing in employee's OPF.

CHAPTER 6

RETIREMENT

NOTE: Regional Application retirement data elements should not be used to determine

when an employee is eligible to retire. These data elements are keyed from SCD-CIV, which only apply to retired military. You should use a combination of date of birth and SCD-LEAVE. RESPONSIBILITY FOR INPUTTING THE ROW, ROX, AND ROY DINS IN THE CIVILIAN PERSONNEL DATABASE SYSTEM IS THE ABC-C.

A. RETIREMENT COUNSELING/ESTIMATE

1. The **employee** will contact the ABC-C to obtain counseling and request an annuity printout.
2. The **CPAC** will refer employees to the ABC-C IVRS or EBIS automated systems for information.
3. The **CPOC** will:
 - a. Upon request, forward employee's OPF to the ABC-C within two workdays of receipt of request.
 - b. File OPF upon return from the ABC-C.
4. The **ABC-C** will:
 - a. Counsel employee and obtain information to complete annuity estimate checklist.
 - b. Request the CPOC to ship the OPF to the ABC-C.
 - c. Complete estimated annuity coding sheet and compute annuity estimate.
 - d. Assemble retirement planning package and forward to employee. Advise employee to contact the ABC-C with questions.
 - e. Retain copy of information provided to employee.
 - f. Return OPF to CPOC.

B. Voluntary Retirement

1. The **supervisor** will:
 - a. Direct employee to the ABC-C for retirement counseling and processing services.
 - b. Submit PAR 90 to 120 days in advance of effective date. Provide hardcopy PAR to employee to sign and submit with retirement package. Forward PAR through the FPIs to the CPAC.
 - c. Complete Retirement Certificate and initiate award action, if appropriate.
 - d. Check Regional Application for length of service information for retirement certificate.
2. The **employee** will:
 - a. Contact the ABC-C for counseling no earlier than one year prior to retirement.

b. Obtain general retirement information from the ABC-C IVRS or EBIS automated systems.

c. Obtain automated annuity estimate from the ABC-C IVRS or EBIS automated systems. If calling the ABC-C IVRS, the following employees should go directly to a benefits counselor and not use the automated estimate calculation - Firefighters, Air Traffic Controllers, Law Enforcement Officers, employees with part-time service, employees with NAF service, employees who elected to transfer to FERS, rehired CSRS employees who took a contribution refund which will not be repaid, rehired FERS employees who took a contribution refund, retired military combining military and civilian service, employees with post-56 military service who have not made a deposit and employees with temporary service for which a deposit will not be paid. **However, firefighters, air traffic controllers, law enforcement officers, or retired military combining military and civilian service, may obtain retirement annuity estimates via the EBIS web system without benefits counselor assistance.**

d. Obtain required retirement forms list from ABC-C Fax Back System or at <http://www.abc.army.mil>.

e. Obtain required retirement forms from appropriate source or <http://www.opm.gov/forms/index.htm>.

(1) Complete all forms to include a hard copy PAR, documenting the request to retire. The PAR must be signed on page 2.

(2) Forward completed retirement forms including the hardcopy PAR to arrive at the ABC-C 90 to 120 days in advance of retirement.

(3) Retain a copy of all paperwork submitted to the ABC-C.

f. Advise management of retirement decision and ask them to initiate electronic PAR.

3. The **CPAC** will:

a. Direct employees to the ABC-C IVRS or EBIS automated systems for retirement counseling and processing services.

b. Upon receipt of retirement PAR, determine if employee is on temporary promotion. If the local pay policy requires that an employee on temporary promotion be changed to lower grade (CTLG) prior to a separation, request management initiate a CTLG PAR to CPOC with a note that employee is retiring and effective date of retirement. Coordinate PAR to the ABC-C In-box at CPOC.

c. Advise management officials of the appropriate recognition and to check Regional Application for length of service for retirement certificate.

d. Process awards package, if applicable.

e. Provide SF-8, Notice to Federal Employee About Unemployment Compensation at out-processing.

4. The **CPOC** will:

- a. Forward OPF to ABC-C within two workdays of receiving request.
- b. When applicable, advise ABC-C that a CTLG has been initiated for employee and effective date of CTLG.
- c. Process award package, if applicable.
- d. Receive OPF from ABC-C after completion of retirement processing and prepare OPF for shipment to NPRC.
- e. Forward TSP withdrawal packet to employee containing the following documents:
 - (1) TSPBK02 - Leaving Federal Service
 - (2) TSPBK05 - TSP Annuities
 - (3) TSP-3 - Designation of Beneficiary
 - (4) TSP-9 - Change of Address for Separated Participants
 - (5) TSP-16 - Exception to Spousal Requirements
 - (6) TSP-17 - Information Relating to Deceased Participant
 - (7) TSP-70 and 70T - Withdrawal Request/Transfer Information
 - (8) TSP-536 - Notice-Important Tax Information About Payments From Your Thrift Savings Plan Account

5. The **ABC-C** will:

- a. Provide information and assistance services to employees.
- b. Contact the CPOC to have the OPF shipped to the ABC-C.
- c. Process retirement application IAW CSRS/FERS Handbook and PAR.
 - (1) Complete Certified Summary of Federal Service, SF 2801-1 (CSRS), or SF 3107-1 (FERS).
 - (2) Complete PAR and input in DCPDS.
 - (3) File hardcopy SF 52 on right side of OPF.
 - (4) Mail final retirement estimate to employee, if requested.
 - (5) Process retirement application through DFAS to OPM.
 - (6) Input timeliness DINs.
 - (7) Provide OPM telephone numbers to retirees.
 - (8) Provide limited assistance to retired employees.
 - (9) Authenticate SF 50, file in OPF and return OPF to CPOC for forwarding to NPRC.
 - (10) Retain copy of retirement application.

C. DISABILITY RETIREMENT

1. The **supervisor** will:

- a. Direct employees to the ABC-C IVRS or EBIS automated system for retirement counseling and processing services.
- b. Complete SF 3112B, Supervisor's Statement, and attach at a minimum, the employee's Position Description, Performance Standards and most recent Performance Appraisal.
- c. Approve requests for leave or leave without pay when employee has a pending disability application.
- d. Submit PAR when disability retirement is approved by OPM. Provide a copy of the PAR to the employee to sign and forward to ABC-C . Forward PAR through the FPIs to the CPAC without an effective date.
- e. Complete retirement certificate and initiate award action, if appropriate. Check Regional Application for length of service information for retirement certificate.

2. The **employee** will:

- a. Contact the ABC-C for counseling and to obtain an annuity estimate.
- b. Obtain required retirement forms list from the ABC-C web site or ABC-C Fax Back System.
- c. Obtain SF 3112 and appropriate immediate retirement form from appropriate source or <http://www.opm.gov/forms/index.htm>.
 - (1) Provide SF 3112B to supervisor and SF 3112C to physician for completion.
 - (2) When returned, forwards completed SF 3112A with supervisor's and physician's statement to CPAC to include a hard copy PAR, documenting the request to retire. The PAR must be signed on page 2.
 - (3) Retain a copy of all paperwork submitted to the CPAC.

3. The **CPAC** will:

- a. Direct employee to the ABC-C IVRS or EBIS automated systems for disability retirement counseling and processing services.
- b. Assist when on-site counseling is necessary (example: employee is in the hospital).
 - (1) Coordinate closely with the ABC-C.
 - (2) Deliver required forms and provide information on behalf of the ABC-C.
- c. Upon receipt of forms from employee, complete supervisor's statement on SF 3112B and provide copy to employee. Determine if reasonable accommodation is possible and complete the Agency Certification of Reassignment and Accommodation Efforts, SF 3112D.

Review Applicant, Supervisor and Physician Statements and other pertinent documentation in coordination with the People with Disabilities Program Manager. Forward documents to the ABC-C.

d. Upon receipt of retirement PAR, determine if employee is on temporary promotion. If the local pay policy requires that an employee on temporary be changed to lower grade (CTLG) prior to a separation, request management initiate a CTLG PAR to CPOC with a note that employee is retiring and effective date of retirement. Coordinate retirement PAR to the ABC-C In-box at the CPOC and fax hardcopy PAR to the ABC-C at time of OPM approval.

e. Provide SF-8, Notice to Federal Employee About Unemployment Compensation.

f. Advise management officials of the appropriate recognition and to check Regional Application for length of service for retirement certificate. Process awards package, if applicable.

4. The **CPOC** will:

a. Forward OPF to ABC-C within two workdays of receiving request.

b. When applicable, advise ABC-C that a CTLG has been initiated for employee and effective date of CTLG.

c. Process award package, if applicable.

d. Receive OPF from ABC-C and prepare for shipment to NPRC.

e. Forward TSP withdrawal packet to employee containing the following documents:

- (1) TSPBK02 - Leaving Federal Service
- (2) TSPBK05 - TSP Annuities
- (3) TSP-3 - Designation of Beneficiary
- (4) TSP-9 - Change of Address for Separated Participants
- (5) TSP-16 - Exception to Spousal Requirements
- (6) TSP-17 - Information Relating to Deceased Participant
- (7) TSP-70 and 70T - Withdrawal Request/Transfer Information
- (8) TSP-536 - Notice-Important Tax Information About Payments From Your Thrift Savings Plan Account

5. The **ABC-C** will:

a. Provide information and assistance services to employees.

b. Contact the CPOC to have the OPF shipped to the ABC-C.

c. Provide disability retirement calculations if requested.

d. Complete preliminary disability retirement, counsel employee, and send application through DFAS to OPM.

e. Suspend application package pending approval by OPM.

f. Input timeliness DINs.

g. Upon receipt of the OPM decision letter, notify supervisor and the CPAC of OPM determination.

(1) Complete remainder of retirement processing IAW the CSRS/FERS Handbook and the OPM approval letter and process PAR. Process approved disability application paperwork through DFAS to OPM. Authenticate SF 50, file in OPF and return OPF to CPOC for forwarding to NPRC. Retain copy of retirement application.

(2) If disapproved, maintain copy for 30-35 days pending employee's request for reconsideration. If employee does not file for reconsideration, return the application and disapproval letter to employee.

i. Provide limited assistance to retired employees.

j. Provide OPM telephone numbers to retirees.

D. DISCONTINUED SERVICE RETIREMENT (DSR) (INVOLUNTARY SEPARATIONS: REDUCTION IN FORCE AND NON-DISCIPLINARY ACTIONS)

1. The **supervisor** will:

a. Initiate proposed action.

b. Direct employee to the ABC-C IVRS or EBIS for retirement counseling and processing services.

c. Issue decision letter advising employee of options if retirement is chosen.

d. Submit PAR through the FPIs to the CPAC. Provide a copy of PAR to employee to sign and submit with the retirement package.

e. Complete retirement certificate and initiate award action, if appropriate. Check Regional Application for length of service information for retirement certificate.

2. The **employee** will:

a. Contact the ABC-C for counseling and to obtain an annuity estimate.

b. Obtain required retirement forms list from the ABC-C web site or ABC-C Fax Back System.

c. Obtain required retirement forms from appropriate source or <http://www.opm.gov/forms/index.htm>.

(1) Complete all forms to include a PAR, documenting the request to retire. The PAR must be signed on page 2.

(2) Forward complete retirement package to include the notice of proposed removal, decision to remove, and the hard copy PAR to the ABC-C.

(3) Retain a copy of all paperwork submitted to the ABC-C.

3. The **CPAC** will:

- a. Determine if employee will be offered DSR and discuss questionable eligibility cases with ABC-C. Initiates proposed action.
- b. Direct employee to the ABC-C IVRS or EBIS for counseling and processing services.
- c. Provide employee with specific written notice. Complete and forward OPM Form 1510, Certification of Agency Offer of Position and Required Documentation with the specific written notice to ABC-C.
- d. Upon receipt of retirement PAR, determine if employee is on temporary promotion. If the local pay policy requires that an employee on temporary promotion be changed to lower grade (CTLG) prior to separation, request management initiate PAR to CPOC with a note that employee is retiring and effective date of retirement. Coordinate PAR to the ABC-C In-box at the CPOC.
- e. Advise management officials of the appropriate recognition and to check Regional Application for length of service for retirement certificate.
- f. Process awards package, if applicable.
- g. Provide SF-8, Notice to Federal Employee About Unemployment Compensation.

4. The **CPOC** will:

- a. Forward OPF to ABC-C within two workdays of receiving request.
- b. When applicable, advise ABC-C that a CTLG has been initiated for employee and effective date of CTLG.
- c. Process award package, if applicable.
- d. Receive OPF from ABC-C and prepare for shipment to NPRC.
- e. Forward TSP withdrawal packet to employee containing the following documents:
 - (1) TSPBK02 - Leaving Federal Service
 - (2) TSPBK05 - TSP Annuities
 - (3) TSP-3 - Designation of Beneficiary
 - (4) TSP-9 - Change of Address for Separated Participants
 - (5) TSP-16 - Exception to Spousal Requirements
 - (6) TSP-17 - Information Relating to Deceased Participant
 - (7) TSP-70 and 70T - Withdrawal Request/Transfer Information
 - (8) TSP-536 - Notice-Important Tax Information About Payments From Your Thrift Savings Plan Account

5. The **ABC-C** will:

- a. Provide information and assistance services to employees.
- b. Contact the CPOC to have the OPF shipped to the ABC-C.
- c. Process retirement application IAW CSRS/FERS Handbook and PAR.

(1) Complete Certified Summary of Federal Service, SF 2801-1 (CSRS), or SF 3107-1 (FERS).

(2) Complete PAR and input in DCPDS.

(3) File hardcopy SF 52 on right side of OPF.

(4) Mail retirement estimate to employee, if requested.

(5) Attach the specific written notice and OPM Form 1510, Certification of Agency Offer of Position and Required Documentation to the application and process retirement application through DFAS to OPM.

(6) Process retirement application through DFAS to OPM.

(7) Input timeliness DINs.

(8) Provide OPM telephone numbers to retirees.

(9) Provide limited assistance to retired employees.

(10) Authenticate SF 50, file in OPF and return OPF to CPOC for forwarding to NPRC.

(11) Retain copy of retirement application.

E. VOLUNTARY EARLY RETIREMENT (VERA)

1. The **MACOM/Army Staff** will: **(as applicable)** forward copy of Voluntary Early Retirement Authority (VERA) approval letter to the CPAC.

2. The **employee** will:

a. Follow local procedures for requesting VERA and Voluntary Separation Incentive Pay (VSIP), as applicable. VSIPs must be approved by management and the CPAC.

b. Contact the ABC-C IVRS or EBIS automated systems to obtain automated annuity estimate.

c. Contact the ABC-C for counseling and to obtain annuity estimate.

d. Advise management of retirement decision and ask them to initiate PAR once VERA and, if applicable, VSIP, is approved.

e. Obtain required retirement forms list from the ABC-C web site or ABC-C Fax Back System.

f. Obtain required retirement forms from appropriate source or <http://www.opm.gov/forms/index.htm>.

(1) Complete all forms to include a hard copy PAR, documenting the request to retire. The PAR must be signed on page 2.

(2) Forward complete retirement package to include the notice of proposed removal, decision to remove, and the hard copy PAR to the ABC-C.

(3) Retain a copy of all paperwork submitted to the ABC-C.

3. The **supervisor** will:

- a. Direct employee to the ABC-C for retirement counseling and processing services.
- b. Direct employee to CPAC regarding VSIP issues.
- c. Submit PAR 90 to 120 days in advance of effective date. Provide hard copy PAR to employee to sign and forward with retirement package. Forward PAR through the FPIs to the CPAC.
- d. Complete Retirement Certificate and initiate award action, if appropriate.
- e. Check Regional Application for length of service information for retirement certificate.

4. The **CPAC** will:

- a. Notify ABC-C of VERA requests for advance planning purposes.
- b. Follow current DoD and ARMY procedures for processing requests for VERA and VSIP.
- c. Determine if employee meets minimum service qualifications for early retirement service for CSRS and FERS.
- d. Direct employees to the ABC IVRS or EBIS for counseling and processing services.
- e. Upon receipt of PAR, determine if employee is on temporary promotion. If the local pay policy requires that an employee on temporary promotion be changed to lower grade (CTLG) prior to a separation, request management initiate a PAR to CPOC with a note that employee is retiring and effective date of retirement. Coordinate PAR to the ABC-C In-box at the CPOC and annotate the remarks area of the PAR with the following information:
 - (1) If employee is retiring under VERA, annotate the remarks area of the PAR with the VERA authority number and date.
 - (2) If employee is receiving a VSIP, annotate the remarks area of the PAR with the VSIP approved dollar amount.
- f. Advise management officials of the appropriate recognition and to check Regional Application for length of service for retirement certificate.
- g. Process awards package, if applicable.
- h. Provide SF-8, Notice to Federal Employee About Unemployment Compensation.

5. The **CPOC** will:

- a. Forward OPF to ABC-C within two workdays of receiving request.
- b. When applicable, advise ABC-C that a CTLG has been initiated for employee and effective date of CTLG.
- c. Process award package, if applicable.
- d. Receive OPF from ABC-C and prepare for shipment to NPRC.
- e. Forward TSP withdrawal packet to employee containing the following documents:
 - (1) TSPBK02 - Leaving Federal Service
 - (2) TSPBK05 - TSP Annuities
 - (3) TSP-3 - Designation of Beneficiary
 - (4) TSP-9 - Change of Address for Separated Participants
 - (5) TSP-16 - Exception to Spousal Requirements
 - (6) TSP-17 - Information Relating to Deceased Participant
 - (7) TSP-70 and 70T - Withdrawal Request/Transfer Information
 - (8) TSP-536 - Notice-Important Tax Information About Payments From Your Thrift Savings Plan Account

6. The **ABC-C** will:

- a. Provide information and assistance services to employees.
- b. Contact the CPOC to have the OPF shipped to the ABC-C.
- c. Process retirement application IAW CSRS/FERS Handbook and PAR.
 - (1) Complete Certified Summary of Federal Service, SF 2801-1 (CSRS), or SF 3107-1 (FERS).
 - (2) Complete PAR and input in DCPDS.
 - (3) File hardcopy SF 52 on right side of OPF.
 - (4) Mail retirement estimate to employee, if requested.
 - (5) Process retirement application through DFAS to OPM.
 - (6) Input timeliness DINs.
 - (7) Provide OPM telephone numbers to retirees.
 - (8) Provide limited assistance to retired employees.
 - (9) Authenticate SF 50, file in OPF and return OPF to CPOC for forwarding to NPRC.
 - (10) Retain copy of retirement application.

F. MANDATORY RETIREMENT

1. The **employee** will:

- a. Receive notification of mandatory retirement date.
- b. Contact the ABC-C IVRS or EBIS for counseling and to obtain annuity estimate.
- c. Obtain required retirement forms list from the ABC-C web site or ABC-C Fax Back System.
- d. Obtain required retirement forms from appropriate source or <http://www.opm.gov/forms/index.htm>

(1) Complete all forms to include a hardcopy PAR, documenting the request to retire. The PAR must be signed on page 2.

(2) Forward complete retirement package to include the notice of proposed removal, decision to remove, and the hardcopy PAR to the ABC-C.

(3) Retain a copy of all paperwork submitted to the ABC-C.

2. The **supervisor** will:

- a. In coordination with the CPAC, initiate appropriate removal letter and issue to employee.
- b. Direct employee to the ABC-C for counseling and processing services.
- c. Submit PAR 90 to 120 days in advance of effective date through the FPIs to the CPAC. Provide hard copy PAR to employee to sign and submit with retirement package.
- d. Complete Retirement Certificate and initiate award action, if appropriate.
- e. Check Regional Application for length of service information for retirement certificate.

3. The **CPAC** will:

- a. Notify employee of mandatory retirement and send RIP to supervisor.
- b. In coordination with management, prepare removal letter.
- c. Direct employees to the ABC-C IVRS or EBIS automated systems for counseling and processing services.
- d. Upon receipt of PAR, determine if employee is on temporary promotion. If the local pay policy requires that an employee on temporary promotion be changed to lower grade (CTLG) prior to a separation, request management initiate a PAR to CPOC with a note that employee is retiring and effective date of retirement. Coordinate PAR to the ABC-C In-box at the CPOC.
- e. Advise management officials of the appropriate recognition and to check Regional Application for length of service for retirement certificate.

f. Process awards package, if applicable.

g. Provide SF-8, Notice to Federal Employee About Unemployment Compensation.

4. The **CPOC** will:

a. Forward OPF to ABC-C within two workdays of receiving request.

b. When applicable, advise ABC-C that a CTLG has been initiated for employee and effective date of CTLG.

c. Process award package, if applicable.

d. Receive OPF from ABC-C and prepare for shipment to NPRC.

e. Forward TSP withdrawal packet to employee containing the following documents:

(1) TSPBK02 - Leaving Federal Service

(2) TSPBK05 - TSP Annuities

(3) TSP-3 - Designation of Beneficiary

(4) TSP-9 - Change of Address for Separated Participants

(5) TSP-16 - Exception to Spousal Requirements

(6) TSP-17 - Information Relating to Deceased Participant

(7) TSP-70 and 70T - Withdrawal Request/Transfer Information

(8) TSP-536 - Notice-Important Tax Information About Payments From Your Thrift

Savings Plan Account

5. The **ABC-C** will:

a. Provide information and assistance services to employees.

b. Contact the CPOC to have the OPF shipped to the ABC-C.

c. Process retirement application IAW CSRS/FERS Handbook and PAR.

(1) Complete Certified Summary of Federal Service, SF 2801-1 (CSRS), or SF 3107-1 (FERS).

(2) Complete PAR and input in DCPDS.

(3) File hardcopy SF 52 on right side of OPF.

(4) Mail retirement estimate to employee, if requested.

(5) Process retirement application through DFAS to OPM.

(6) Input timeliness DINs.

(7) Provide OPM telephone numbers to retirees.

(8) Provide limited assistance to retired employees.

NPRC. (9) Authenticate SF 50, file in OPF and return OPF to CPOC for forwarding to

(10) Retain copy of retirement application.

CHAPTER 7

BENEFICIARY FORMS

(TSP 3, SF 2823, SF 1152, SF 3102, SF 2808)

PROCESSING PROCEDURES

1. The **employee** will:
 - a. Contact the ABC-C IVRS or EBIS automated systems for information.
 - b. Obtain the following forms from <http://www.opm.gov/forms/index.htm> or appropriate source:
 - (1) SF 2823, Designation of Beneficiary Under OFEGLI
 - (2) SF 1152, Designation of Beneficiary for Unpaid Compensation of Deceased Employee
 - (3) SF 3102, FERS Designation of Beneficiary
 - (4) SF 2808, CSRS Designation of Beneficiary
 - (5) TSP 3, Designation of Beneficiary (NOTE: TSP 3 may also be obtained from <http://www.tsp.gov>.)
 - c. Complete form(s) and forward to appropriate processing office.
 - d. Submit SF 1152, SF 2823, and SF 3102 to CPOC. If completed at time of in-processing, provide to CPAC for mailing to the CPOC.
 - (1) Mail SF 2808 to OPM at address on reverse of form.
 - (2) Mail TSP 3 to the NFC.
 - e. Retain employee copies.
2. The **CPAC** will:
 - a. Refer all designation questions to the ABC-C.
 - b. Refer employee to OPM web site at <http://www.opm.gov/forms/index.htm> or appropriate source to obtain forms.
 - c. Mail original SF 1152, SF 2823 and SF 3102 to CPOC for filing in OPF if completed by employee during in-processing.
3. The **CPOC** will file originals in OPF.
4. The **ABC-C** will provide information and assistance.

DESIGNATION OF BENEFICIARIES

TSP-3	Thrift Savings Plan	Employee Completes & Retains Copy	Employee Submits to NFC
SF-2808	CSRS	Employee Completes & Retains Copy	Employee Submits to OPM
SF-3102	FERS	Employee Completes, Retains Copy & Mails to CPOC.	<u>CPOC</u> Retains Hard-Copy in OPF**
SF-2823	Life Insurance	Employee Completes, Retains Copy & Mails to CPOC.	<u>CPOC</u> Retains Hard-Copy in OPF**
SF-1152	Unpaid Compensation	Employee Completes, Retains Copy & Mails to CPOC.	<u>CPOC</u> Retains Hard-Copy in OPF**

**OPM requirement to maintain hardcopy is due to legal requirement for original signatures

CHAPTER 8

SURVIVORSHIP

A. SURVIVOR BENEFITS/EMPLOYEE DEATH

1. The **supervisor** will:

a. Immediately notify the CPAC of the death and provide the address and phone number of the employee's next of kin.

b. Upon notification of employee's death, create and forward Personnel Action Request (PAR) to the CPAC. Include the date of the employee's death on the PAR.

c. Initiate condolence letter.

2. The **CPAC** will notify the ABC-C and coordinate PAR to the ABC-C In-box at the CPOC.

3. The **survivor** will:

a. Complete the following forms and forward to appropriate processing office. If death is under suspicious circumstances, all forms will be returned to ABC-C.

(1) Application for Death Benefits (SF 2800 if CSRS) (SF3104 if FERS) and Documentations and Elections in Support of Application of Death Benefits, SF 3104B if FERS and mail to the Office of Personnel Management. Include the following forms as applicable.

(a) Survivor's Military Service Election (OPM 1519 if CSRS or SF 3104B if FERS).

(b) Initial Certification of Full Time School Attendance, RI 25-41, if applicable.

(c) Withholding Certificate for Pension or Annuity Payments, W-4P.

(d) Direct Deposit Form, SF 1199A (if CSRS)

(2) Claim for Death Benefits, Form FE-6. Mail to the Office of Federal Employees Group Life Insurance (OFEGLI).

(3) Claim for Unpaid Compensation of Deceased Civilian Employee, SF 1153. Mail completed form with certified death certificate to ABC-C.

(4) Thrift Savings Plan Information Relating to Deceased Participant, Form TSP-17, if applicable; mails to the TSP Service Office.

b. Attach an original, certified Death Certificate to each claim. Also attach other applicable documents, i.e., marriage of birth certificate(s), divorce decree(s), Court Order Appointing Executor of Estate.

4. The **CPOC** will:

a. Forward OPF to ABC-C within two days of receiving request.

b. Receive OPF from ABC-C and prepare for shipment to NPRC.

5. The **ABC-C** will:

a. Contact next of kin by phone, providing the ABC-C contact name and phone number so the survivor may contact the ABC-C at his or her convenience.

b. Process under the Expedited Death Procedure, unless the death is due to suspicious circumstances (e.g., murder, missing person, etc).

c. Input timeliness DINs in civilian personnel data base, i.e., for R0X enter date notified of death, for R0Y enter date claim is forwarded to DFAS.

d. Request OPF from CPOC.

(1) Send condolence letter, attaching required claim forms. Instruct survivor to complete claim forms and mail directly to claims processing offices at addresses provided; however, if death is due to suspicious circumstances, survivor will be instructed to return completed claim forms with death certificates and other required documents to the ABC-C.

(2) Prepare Certified Summary of Service, SF 2801-1 (CSRS), or SF 3104 (FERS); Agency Certification of Insurance Status, SF 2821, if enrolled in FEGLI; Notice of Conversion Privilege, SF 2819, if enrolled in Option C-Family; and Notice of Change in Health Benefits Enrollment, SF 2810; where applicable.

e. Process PAR and input in DCPDS.

f. Initiate follow-up action with survivor(s) if no contact after two to three weeks.

g. Fax CSRS or FERS Death-in-Service Quick Pay Form to the Office of Personnel Management (OPM).

h. Provide advisory services and applicable computations.

i. Complete the FEGLI Preliminary Notice and attach the original SF 2821. Also attach all life insurance elections (SF 2817, SF 176 or SF 176T) and Designations of Beneficiary (SF 2823 and SF 54) in the OPF and mail to the Office of Federal Employees Group Life Insurance (OFEGLI). Note: If death occurs under suspicious circumstances, preliminary notice will not be used.

j. Complete the OPM Preliminary Notice, attach the following documents, and forward to OPM via the DFAS Regional Office: SF 50; Agency Certification of Death (SF 2800A if CSRS, SF 3104B if FERS); Designation of Beneficiary Federal Employees Retirement System (SF 3102), if applicable; all Health Benefits Registration Forms (SF 2809); and Notice of Change in Health Benefits Enrollment Forms (SF 2810), if there is a survivor entitled to continue health benefits coverage; Certified Summary of Service (SF 2801-1 if CSRS or SF 3701-1 if FERS); Certificate of Release or Discharge from Active Duty (DD Form(s) 214), if applicable; and a copy of survivor benefits estimate. Note: If death is under suspicious circumstances, preliminary notice will not be used.

k. Provide all SF 1152(s) Designation of Beneficiary for Unpaid Compensation,

SF 1153(s), and certified death certificate to the appropriate DFAS Regional Office. If death is under suspicious circumstances, SF 1152s will be attached to SF 1153 when returned by survivor.

- I. Retain copy of death case file.

B. COVERED FAMILY MEMBER DEATH

1. The **supervisor** will notify the CPAC and provide the name, relationship, address, and phone number of employee.

2. The **employee** will complete the FE-6 DEP, Statement of Claim Option C - Family Life Insurance, attach a certified death certificate and mail directly to the Office of Federal Employee Group Life Insurance.

3. The **CPAC** will:

- a. Notify the ABC-C of the death and provide the name, relationship, address, and phone number of employee.

- b. Refer all questions to the ABC-C.

4. The **CPOC** will provide needed employee information to the ABC-C, upon request.

5. The **ABC-C** will:

- a. Contact the employee by phone if possible and follow up with a condolence letter to the employee, providing Form FE-6 DEP, Statement of Claim Option C - Family Life Insurance, with Part D already certified. Contact the CPOC to certify the form and verify FEGLI coverage.

- b. Instruct employee to complete Parts A, B, and C, attach an original certified death certificate, and forward to Office of Federal Employees Group Life Insurance (OFEGLI).

- c. Provide advisory services.

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CHAPTER 9
HEARING IMPAIRED CUSTOMERS

A. ELECTRONIC TRANSACTIONS

The **employee** will:

- a. Contact the ABC-C for TDD servicing via 1-877-ARMY TDD (1-877-276-9833).
- b. Provide SSN and PIN to family member, friend, or interpreter to conduct electronic business transactions and verify projected actions.

B. MANUAL TRANSACTIONS

1. The **employee** will:

- a. Contact the ABC-C for TDD servicing via 1-877-ARMY TDD (1-877-276-9833) or obtain information and conduct transactions via the EBIS web site.
- b. Obtain and complete the appropriate form(s) to process business transactions.
- c. Provide completed manual forms to local CPAC.
- d. Verify projected actions through the EBIS, local CPAC, or through the ABC-C via TDD servicing.

2. The **CPAC** will:

- a. Initial, date stamp and mail manual forms to the ABC-C.
- b. Destroy original forms, except those requiring original signatures.
- c. Verify projected action for employee using Regional Application.

3. The **CPOC** will file form(s) in OPF.

4. The **ABC-C** will input actions into DCPDS and rely on IVRS/DCPDS interface update to DFAS.

CHAPTER 10

FORMS/PUBLICATIONS

THRIFT SAVINGS PLAN FORMS:

TSP-1 Election Form
TSP-3 Beneficiary Form
TSP-9 Change of Address for Separated Participants
TSP-16 Exception to Spousal Requirements
TSP-17 Application for Account Balance of Deceased Participant
TSP-20 Loan Application
TSP-75 Age Based In-Service Withdrawal Request
TSP-70 and 70T Withdrawal Request and Transfer Information
TSP-76 Financial Hardship In-Service Withdrawal Request
TSP-536 Tax Information about Payments from TSP Account
TSPBK01 TSP Withdrawal Package
TSPBK02 Withdrawing Your TSP Account
TSPBK04 Loan Booklet
TSPBK05 Annuities
TSPBK08 Summary of the TSP for Federal employees
TSPBK09 TSP at a Glance
TSPBK12 TSP In-Service Withdrawals

HEALTH BENEFITS FORMS/PUBLICATIONS:

SF 2809 Health Benefits Election
SF 2810 Notice of Change in Health Benefits Enrollment
RI 70-1, Guide to Federal Employees Health Benefits Plans (Plan Comparison Book)
RI 79-27, Temporary Continuation of Coverage Under the Federal Employees Health Benefits Program

FEGLI FORMS/PUBLICATIONS:

SF 2817 Life Insurance Election and attachment on porting Option B & C
SF 2818 Continuation of Basic Life Insurance Coverage
SF 2819 Notice of Conversion Privilege
SF 2820 Certification of Insured Employee's Retired Status
SF 2821 Agency Certification of Insurance Status
SF 2822 Request for Insurance
SF 2823 Designation of Beneficiary
OPM Form 1482 Agency Certification of Status of Reemploy Annuitants
RI 76-21 FEGLI Program Booklet
RI 76-10 Assignment of Federal Employees' Group Life Insurance
FE-6 Claim for Death Benefits
FE-6 DEP Statement of Claim Option C - Family Life Insurance
FE-7 Claim for Accidental Means Dismemberment Benefits

RETIREMENT FORMS/PUBLICATIONS (CSRS):

SF 2801 (Set Includes) Application for Immediate Retirement
 SF 2801-1 Certified Summary of Federal Service
 SF 2801-2 Spouse's Consent to Survivor Election
 SF 2801-3 Election of Former Spouse Survivor Annuity
 SF 2801 Schedules A (Military Service Information), B (Military Retired Pay), C Federal Employees Compensation Information), D (Agency Checklist of Immediate Retirement Procedures)
SF 2802 Application for Refund of Retirement Deductions
SF 2802-B Current/Former Spouse's Notification of Application for Refund of Retirement Deductions Under CSRS
SF 2803 Application to Make Deposit or Redeposit
SF 2804 Application to Make Voluntary Contributions, CSRS
SF 2804a Information Regarding Voluntary Contributions, CSRS
SF 2808 Designation of Beneficiary
OPM FORM 1510 Certification of Agency Offer of Position and Required Documentation for a Discontinued Service Retirement
OPM FORM 1514 Military Deposit Worksheet
OPM FORM 1515 Military Service Deposit Election
W-4 Federal Tax Withholding
SF 1199-A Direct Deposit Sign Up
SF 2818 Continuation of Life Insurance as a Retiree or Compensationner

RETIREMENT FORMS/PUBLICATIONS (FERS):

SF 3107 (Set Includes) Application for Immediate Retirement
 SF 3107-1 Certified Summary of Federal Service
 SF 3107-2 Spouse's Consent to Survivor Election
 SF 3107 Schedules A (Military Service Information), B (Military Retired Pay), C Federal Employees Compensation Information), D (Agency Checklist of Immediate Retirement Procedures)
SF 3106A Current/Former Spouse's Notification of Application for Refund of Retirement Deductions Under the Federal Employees Retirement System
SF 3106 Application for Refund of Retirement Deductions (FERS)
OPM FORM 1510 Certification of Agency Offer of Position and Required Documentation for a Discontinued Service Retirement
OPM FORM 1514 Military Deposit Worksheet
OPM FORM 1515 Military Service Deposit Election
W-4 Federal Tax Withholding
SF 1199-A Direct Deposit Sign Up
SF 3102 Designation of Beneficiary, Federal Employees Retirement System
SF 3109 Election of Coverage, Federal Employees Retirement System
SF 3110 Former Spouse's Consent to FERS Election
SF 3111 Request for Waiver, Extension, or Search in Connection with Election of FERS Coverage, Federal Employees Retirement System
SF 2818 Continuation of Life Insurance as a Retiree or Compensationner

APPENDIX A

New Hire Benefit and Entitlement Information

The Army Benefits Center-Civilian (ABC-C) located at Fort Riley, Kansas, provides automated benefits support to Department of the Army appropriated fund employees through the Employee Benefit Information System (EBIS), the Interactive Voice Response System (IVRS), and trained counselors.

ABC-C automated systems gives you unlimited access to your benefits and entitlements. You can receive personal counseling, process transactions and obtain general information on retirement, life insurance, health benefits, survivor benefits and the Thrift Savings Plan. ABC-C automated systems are available 21 hours a day, 7 days a week. Both systems will be unavailable from midnight to 3:00 am (Central Time) for systems maintenance and backup. Counselors are available from 07:00 am to 5:00 PM central time, Monday thru Friday to assist you with any issues regarding your benefits and entitlement.

The website can be accessed immediately to obtain general information regarding your benefit and entitlement options.

- **Approximately 5 days after you begin working, you will be able to access either system to make your initial benefits elections.**
- All benefits and entitlement elections must be made using the automated systems (except where otherwise stated).

Accessing ABC-C website (EBIS): www.abc.army.mil

- When you first log into the system the ABC-C home page will be your first screen.
- Select any of the icons shown at the top of the page to obtain information about these areas.
- Select the EBIS tab and then select "PIN". A screen will come up with the Personal Identification Number (PIN) Main Menu.
- Select the option "Create My PIN". You will be instructed to input your social security number (SSN) and Personal Identification Number (PIN). Your initial PIN will be your birth month and year, (e.g. if you were born July, 1955, your PIN would be 0755).
- Your SSN and PIN constitutes your electronic signature and should be safeguarded.

Accessing IVRS (Toll Free Telephone System):

You can access this system by calling **1-877-276-9287**; or Hearing impaired (TDD) customers will call **1-877-276-9833**.

IVRS is designed with voice passages and prompts to guide you through the various transactions and/or information processes.

- Listen carefully to the instructions in order to make appropriate selections.
- You will be prompted to input your social security number and PIN. Your initial PIN will be your birth month and year, (e.g. if you were born July, 1955, your PIN would be 0755).
- Your SSN and PIN constitutes your electronic signature and should be safeguarded.

If you receive an error message on the web system that states "Invalid Login" or an error message on the IVRS that states, "The SSN you are using is not in the database", you should contact the Southwest Civilian Personnel Operations Center Help Desk at (785) 239-2000 or DSN 856-2000.

NOTE: Your six digit PIN can be used to access both the IVRS and EBIS systems.

Federal Employee Health Benefits (FEHB)

- Eligible employees must make initial election (enroll or not enroll) within **60 days** of their entrance on duty date in order to have health coverage.
- If you fail to elect FEHB within the **60 days** allotted you will have to wait until the next open season to make your election.
- Open season provides you with an annual opportunity to enroll in FEHB or to change your coverage. It will be annotated on your LES and advertised through your local CPAC.
- Review RI 70-1 – Federal Employees Health Benefits Plan for more detailed information.
- Plan brochures and claim forms can be obtained directly from the carrier by using the telephone number indicated on the Plan Comparison Chart found in RI 70-1.
- After making an election, your coverage will begin the first day of the following pay period.

Federal Employees' Group Life Insurance (FEGLI)

- Eligible employees are automatically enrolled in **Basic Life**, and the premiums are made through payroll deductions.
- You have **31 days** from the date you start work to waive your Basic coverage or to elect optional coverage.
- If election is made at the time of in-processing, the effective date of the election will be your entrance on duty date.
- If election is made within the first pay period, you are required to mail the completed SF-2817 to the **Army Benefits Center-Civilian, Bldg 301 Marshall Ave, Ft. Riley, KS 66442**. The SF-2817 must be postmarked prior to the end of your first pay period, in order for your election to be effective on the date the SF-2817 is postmarked.

- If election is made after first pay period and within the 31 days allowed it must be completed using our automated systems.
- Declination to elect optional coverage is considered a waiver of these options.
- You must have Basic coverage in order to elect optional insurance, i.e. **Standard** (Option A), **Additional** (Option B) and **Family** (Option C).
- If you waive basic coverage you may be required to wait 1 year and obtain a physical (at your expense) in order to elect coverage and obtain OFEGLI approval.
- Review RI 76-21 – FEGLI Program Booklet for more detailed information.

Thrift Savings Plan (TSP)

- **TSP** is a tax deferred retirement savings and investment plan for Federal employees.
- Contributions are voluntary and are separate from contributions made to your Federal Employee Retirement System (FERS) or Civil Service Retirement System (CSRS) plan.
- TSP election can only be made during the Open Season in which you become eligible to participate.
- Your servicing CPAC will advise you of your eligibility date. This information is also available through the automated systems.
- There are two Open Seasons each year. Eligible employees can make initial election, change or reallocate their contributions.
- Review TSPBK08 – Summary of the Thrift Savings Plan for Federal Employees.
- For detailed information regarding TSP, visit the ABC-C website www.abc.army.mil or the Thrift Savings Plan website www.tsp.gov.

Because you are in control of your benefits and entitlements you are required to:

- **Obtain and retain a copy of each transaction that you make for your records. This can be done by requesting a copy of your transaction through the Fax-Back feature in IVRS or by printing the transaction screen on EBIS.**

- **Verify your transactions within 48 hours of making them; by revisiting the website or calling the toll-free telephone number.**
- **Make a note of the effective date of your transaction. Both the IVRS and EBIS will inform you of the effective date.**

- **Review your LES covering the period in which the action is effective and verify the withholding(s). If this information is incorrect, call ABC-C and press “0” for a counselor.**

Retirement Systems

Newly hired Federal employees with some exceptions, participate in the Federal Employee Retirement System (**FERS**). However, some employees may be covered under the Civilian Service Retirement System (**CSRS**). Your Servicing CPAC will advise you of your retirement system.

Both retirement systems provide you the options to buy back certain civilian and/or military service performed prior to this appointment. Below is a synopsis of the provisions that are available based on your specific situation:

Post-56 Military Deposit: (Active military service performed after 1956)

- **FERS-** deposit must be made to receive retirement credit. Deposit is generally 3% of basic military pay received for the post-56 military deposit.
- **CSRS-** If first employed under CSRS before 1 Oct 82, you have a choice. Your decision will be based on your eligibility for social security benefits at age 62. Credit will be received, however if you are eligible for social security at age 62 your annuity would be recomputed if the deposit was not made. Deposit is generally 7% of basic military pay received for the post-56 military deposit.
- Under both retirement systems, no interest will be charged if, a deposit for military service is made within two years after the date you first became employed. If the deposit is not completed in the two-year period, interest will be assessed one year after the two-year period.
- You are responsible for requesting the military earnings by obtaining OPM Form RI 20-97 and submitting to the appropriate military finance office. This form can be found on Faxback through IVRS.
- If interested in making the post-56 deposit, obtain and complete SF 2803/3108 and forward along with the completed RI 20-97 to ABC-C.

Deposit: (Period of service during which retirement contributions were not withheld from your salary i.e. temporary service).

CSRS – Nondeduction service performed prior to 1 Oct 82:

- If deposit is made, service is creditable for eligibility and annuity computation
- If deposit is **not** made, service is creditable for eligibility and annuity computation, **BUT** Annuity will be reduced by 10% of the deposit due.

CSRS – Nondeduction service performed on or after 1 Oct 82:

- If deposit is made, service is creditable for eligibility and annuity computation.
- If deposit is **not** made, service is creditable for eligibility, **BUT** service is **NOT** creditable for annuity computation

FERS – Nondeduction service performed prior to 1 Jan 89:

- If deposit is made, service is creditable for eligibility and annuity computation
- If deposit is **not** made, service is **NOT** creditable for eligibility or annuity computation

FERS – Nondeduction service performed on or after 1 Jan 89:

- **NO** credit or deposit is **allowed**.

Redeposit: (Service in which you contributed to the retirement fund and later received a refund of those contributions)

- If **CSRS** and redeposit is made, service **is** creditable for eligibility and annuity computation.
- If **CSRS** and redeposit is **NOT** made for refunded service ending prior to 1 Oct 90 (other than disability retirement or death in service) – service **is** creditable for eligibility and annuity computation, with an annuity reduction based on actuarial tables.
- If **CSRS** and redeposit is **NOT** made for refunded service ending on or after 1 Oct 90 (other than disability retirement or death in service) – service **is** creditable for eligibility but **NOT** creditable for annuity computation.
- If **FERS** and the refunded service is **PRIOR** to **FERS** retirement system and redeposit **is** made - service **is** creditable for eligibility and annuity computation.
- If **FERS** and the refunded service is **PRIOR** to **FERS** retirement system and redeposit is **NOT** made – service is **NOT** creditable for eligibility **NOR** annuity computation
- If **FERS** and the refunded service is **AFTER** implementation of **FERS** retirement system – **NO** credit or redeposit is **ALLOWED**.

ARMY BENEFITS CENTER-CIVILIAN
301 MARSHALL AVENUE
FT RILEY, KANSAS, 66442-5004
IVRS 1-877-276-9287 (1-877-ARMY-CTR)
(For Hearing Impaired only) TDD IVRS 1-877-276-9833 (1-877-ARMY-TDD)
WWW SITE : <http://www.abc.army.mil>